

# ONLINE STUDENT RESOURCES



## FAQ for Online Students

[How can I access the Blackboard course management system?](#)

[Where can I find the content in my course on Blackboard?](#)

[I have a question regarding my course content](#)

[I can't access my FSC email](#)

[My OASIS account password is not working](#)

[I can't open Microsoft Word, PowerPoint, or Excel files](#)

[I can't join my virtual class in Collaborate](#)

[Can I access Collaborate on my cell phone?](#)

[How can I add or format the content in Blackboard?](#)

[Tips for working in Blackboard on a Mac](#)

[How to clear web browser cache and cookies?](#)

[How to adjust browser pop-up blockers?](#)

[My browser quit and I couldn't complete the test](#)

[I can't view my professor's video](#)

[I have a problem with my Chromebook](#)

[I have a question about my assignment in Blackboard](#)

[How do I drop or add a course?](#)

[I was in the middle of a task when I lost everything](#)

[Where can I find the Online Student Resources?](#)

[How can I get help from the Open SUNY HelpDesk?](#)

[How can I access the Open SUNY live drop-in sessions?](#)

[How can I contact the FSC Distance Learning HelpDesk?](#)

[Where can I go to file a complaint about my distance learning experience/course?](#)

## How can I access the Blackboard course management system?

- Please watch [How to Login into FSC Blackboard](#)

## When should I contact the FSC Distance Learning HelpDesk?

## Where can I find the content in my course on Blackboard?

- Professors usually post content and assignments under *Course Information* or *Learning Modules*. If you don't see the course content, please contact your professor.

## I have a question regarding my course content

- Please note that any questions specific to course content should be directed to the instructor of the course. Your instructor controls the availability of tests, assignments, and other content. Sometimes your instructor has put conditions on the release of content.
- Please check that you use a [supported internet browser and operating system](#).
- If you need to find contact information for your instructor, a listing of FSC faculty can be found at <https://www.farmingdale.edu/directory/index.shtml>. If you are having difficulty contacting your instructor, you should contact the Department Chair.

## I can't access my FSC email

- Please visit [FSC HelpDesk website](#)
- Contact [HelpDesk@farmingdale.edu](mailto:HelpDesk@farmingdale.edu)

## My OASIS account password is not working

- Please contact [HelpDesk@farmingdale.edu](mailto:HelpDesk@farmingdale.edu)

## I can't open Microsoft Word, PowerPoint, or Excel files

- You may have an older version of Microsoft Office. As a Farmingdale student, you have access to Microsoft Office 365. You can find information at the [FSC IT website](#). If you have questions, you should direct them to [HelpDesk@farmingdale.edu](mailto:HelpDesk@farmingdale.edu)

## I can't join my virtual class in Collaborate

- Carefully read your professor's instructions
- Please contact your professor if you can't find the Collaborate link in the course
- Please check the Collaborate tutorials at the [Online Student Resources](#)
- Use Google Chrome
- Clear your web history, shut down the browser, open it up again then try to get into the session again.
- Please contact the [Open SUNY HelpDesk](#)

## Can I access Collaborate on my cell phone?

- In order to access Collaborate on a mobile device, students do not need to download a separate app. They would simply go to the normal Blackboard app and as long as the instructor has made Collaborate available to students somewhere in the course, they will be able to click and open it

up (more information here: [https://help.blackboard.com/Blackboard\\_App/Collaborate](https://help.blackboard.com/Blackboard_App/Collaborate)). Please note, though, that the Collaborate session will be opened up in the student's mobile browser (which must be the Chrome browser on Android or the Safari browser on an iOS device versions 11+).

- As we typically recommend avoiding using mobile browsers and relying on a desktop/laptop and treating mobile devices as supplements to access Blackboard, I'd recommend the student try to have a laptop/desktop available to them as a backup. Since we see that mobile browsers can have unusual behaviors, if we find that a student is experiencing technical issues there, we'd first encourage the student to switch to a supported device in order for us to troubleshoot.

### **Tips for working in Blackboard on a Mac**

- You can access your Blackboard account on your computer, laptop, or Mac. What you might notice, however, is that it works a little differently on your Mac. In some cases, you will need to make changes to the documents you create or download. Please check the [Open SUNY HelpDesk Tips](#).

### **How can I add or format the content in Blackboard?**

While working on your assignments or adding your posts to the discussion, make sure you protect your work in the event of an internet connection loss or software error. Type content into an offline simple text editor, such as Microsoft Office, Notepad, or TextEdit, and then copy and paste into the course.

- [Work With Text](#)
- [Add Files, Images, Video, and Audio](#)
- [Add Tables](#)
- [Add Social Media](#)
- [Math Editor](#)

### **How to clear web browser cache and cookies?**

- The temporary internet files and cookies, which make up the "browser cache," are what help the browser keep track of the information that is displayed on a web page. Normally they are updated each time a page is viewed, but from time to time, the folder is filled or the files themselves can become outdated or corrupt. Erasing these files will have no effect on other data stored on the computer. Before clearing the cache, make sure all other browser windows are closed except one. Once the cache has been cleared, the browser must be closed and restarted. Additionally, Logging out of Blackboard should be used when a coursework session has been completed, rather than simply closing the browser. Logging off will help prevent any future cache issues. Please check the [web browser cache and cookies cleaning tips at the Open SUNY HelpDesk](#).

### **How to adjust browser pop-up blockers?**

- Online students and faculty may find that when logging into their courses, the Open SUNY Browser Compatibility area alerts them to adjust their browser pop-up settings. This must be done to allow various features of the learning management system to function correctly. The

following browser-specific directions will illustrate how to adjust these settings. Please check [browser pop-up blocker adjustment tips at Open SUNY HelpDesk](#)

### **My browser quit and I couldn't complete the test**

- Please contact your professor and ask them to email [distancelearning@farmingdale.edu](mailto:distancelearning@farmingdale.edu)

### **I can't view my professor's video**

- Please try a different browser (Chrome or Firefox)
- Request a permission to access if prompted
- Contact your instructor and ask them to email [distancelearning@farmingdale.edu](mailto:distancelearning@farmingdale.edu)

### **I have a problem with my Chromebook**

- Please contact [HelpDesk@farmingdale.edu](mailto:HelpDesk@farmingdale.edu)

### **How do I drop or add a course?**

- Please contact the Registrar at [regoffice@farmingdale.edu](mailto:regoffice@farmingdale.edu)

### **I was in the middle of a task when I lost everything**

Unfortunately, the information is probably lost permanently. You'll need to recreate it. If you experience problems during a test and can't continue, **contact your instructor immediately**.

You might lose information if any of these situations occur:

- The internet connection dropped.
- The browser was refreshed.
- Your browser timed out due to inactivity. Blackboard has a security setting that logs you out if it doesn't receive any input for a period of time.

These tips can help you avoid this issue in the future:

- Use a wired connection, if possible, when you take a test. Some wireless internet connections are less reliable.
- Don't refresh the browser page.
- Don't close the browser window.
- Don't use the browser's back button.
- If possible, write out the text in an external application and then paste it into Blackboard Learn. Working offline first ensures that your work won't be lost while you work on it in Blackboard.
- If you're working in assignments, save frequently to avoid browser timeout issues.

### **How can I contact the FSC Distance Learning HelpDesk?**

- Please email [DistanceLearning@farmingdale.edu](mailto:DistanceLearning@farmingdale.edu)

### **Where can I go to file a complaint about my distance learning experience/course?**

- The first step in resolving a course-related problem is to contact your instructor directly. If you are still unable to get a resolution or you are still having trouble with your course and/or distance learning experience, please contact the Distance Learning Helpdesk at [DistanceLearning@farmingdale.edu](mailto:DistanceLearning@farmingdale.edu). Our team of instructional designers will be able to help you get in touch with College contacts who can help you.
- New York State Education: Filing a Complaint About a College or University. This link will provide you with all the information needed to file a complaint: <http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university>